



Job Posting

Posting & Application Period:
April 20 – May 4 (by 5:00 pm), 2021

Help Desk Technician/Business Support Analyst

DEPARTMENT: Legislative Service Bureau
STATUS: Full-Time | Monday-Friday, 8:30 am – 5:00 pm (37.5 hours per week)
MINIMUM PAY RATE: \$23.94 per hour (\$46,862.55 annually)
Range G on the 10-1-2020 Legislative Council Salary Schedule
JOB LOCATION: Information Services Division–124 W. Allegan St, 4th Floor-Boji Tower, Lansing, MI

GENERAL DESCRIPTION OF DUTIES

This employee is the central point of contact for Legislative Service Bureau (LSB) employees to report computer-related issues/service requests and for all Michigan Legislature employees to report telephone system issues/service requests. The position tracks all issues related to computer hardware, peripherals, and software for LSB staff and the necessary escalation of tickets to support staff. This position creates, schedules, and monitors all telecom add/move/change tickets, as well as video/Polycom requests for the entire Legislature.

Additionally, this person serves as a business support analyst to assist Legislative Council agencies implement technology solutions by acting as a liaison between the end user and the programming team. The analyst coordinates the development, testing and implementation processes and facilitates project completion. Other duties include documenting processes, translating data into system requirements, and conducting quality assurance testing. Tracks and reports defects and enhancement requests, writes technical and user documentation, and develops and facilitates user education. This employee recommends business process improvements, participates in software quality assurance processes, and works on multiple, simultaneous projects. Work is performed in a team-oriented atmosphere in a moderately complex networked environment.

MINIMUM QUALIFICATIONS and ABILITIES

- Associate degree or an equivalent level of vocational training and work experience required.
- Two years previous experience in customer service, computer support, or equivalent required.
- Knowledge of internet/extranet/intranets and networked environments required
- Advanced skill level in Microsoft Office Professional required
- Previous Windows/Computer experience and troubleshooting preferred. Macintosh experience helpful.
- Knowledge of Agile Development Life Cycle preferred.
- Knowledge of telephony systems desired.
- Strong interpersonal communication skills required, including excellent writing skills and strong customer service orientation required.
- Must be willing and able to work overtime and irregular hours as required, including weekends, evenings, and holidays.

HOW TO APPLY

Online applications only are being accepted through the State of Michigan's NEOGOV system at <https://www.governmentjobs.com/careers/michigan>. Applicants must include a resume, copy of college transcripts, and cover letter as separate attachments in their online application for full consideration. **The deadline to apply is 5:00 pm on Tuesday, May 4, 2021.**

Current Legislative Council employees who wish to apply should contact the LSB Human Resources Office at humanresources@legislature.mi.gov or call 517-373-9643.

ADDITIONAL REQUIREMENTS and INFORMATION

All Legislative Council employees are considered "at-will," with the exception of LSB Printing Division union members. Employees are required to be non-partisan and maintain confidentiality. This position is an unclassified, non-Civil Service position in State government.

For questions, call the Legislative Service Bureau Human Resources Office at (517) 373-9643.

The Legislative Council accepts resumes and applications for employment only for current position vacancies. The Legislative Council is an Equal Opportunity Employer. Michigan law prohibits discrimination based on religion, race, color, national origin, age, sex, marital status, height, weight, arrest record or handicap. If an accommodation is needed during the application process, please call the LSB Human Resources Office.